

Communications

Mission:

Provide the first point of contact for the public to report an emergency, to dispatch appropriate resources and personnel, and to support operations through an ever-changing state-of-the-art, comprehensive communications infrastructure.

Goals:

- Answer calls using Enhanced 911 System and dispatch appropriate personnel/equipment to emergency and non-emergency scenes using numerous radio systems and Computer Aided Dispatch System. Monitor intrusion/fire alarms for County buildings, receive and dispatch intrusion and fire alarms received from central stations for commercial businesses/private residences.
- Coordinate mutual aid responses with adjacent localities/military installations and maintain liaison with organizations using the Emergency Communications Center.
- Coordinate with Sheriff's Office Personnel the hardcopy and data entry for all warrants Countywide.
- Answer and process all calls received from emergency cellular call boxes; all after-hour calls for County services and dispatch appropriate on-call workers; respond to Surry and National Warning Systems Instaphones; provide pre-arrival emergency medical instructions.
- Coordinate the acquisition, location, and maintenance of tower sites, emergency radio and cellular communications equipment and resources; ensure compliance with all applicable rules, regulations, ordinances, and professional practices governing emergency communications.

Implementation Strategies for FY2003:

- Continue to deploy Phase 2 (location technology) to receive E-911 wireless calls.
- Proceed with implementation of the communications system upgrade process.

Budget Issues:

- In FY1999, two telecommunicator positions were created by a reduction in funding for work-as-required employees and overtime.
- In FY 2000, a telecommunicator position was established and additional funding was provided for radio maintenance. The State authorized funding for the implementation of a Wireless E-911 program. Additional funding for equipment and additional telecommunications position was appropriated during FY2000.
- In FY2001, funding was approved for additional maintenance service contracts for equipment and continued support for the Wireless E-911 program.
- In FY2002, additional funding was provided for two telecommunicator positions.
- For FY2003, additional funding is requested for a telecommunicator position to be partially funded through the Wireless E-911 program.

General Fund Expenditures	FY1999 Actual Expenditures	FY2000 Actual Expenditures	FY2001 Actual Expenditures	FY2002 Original Budget	FY2002 Expected Appropriations	FY2003 Proposed Budget
30356 Communications						
Personnel Services	447,817	474,811	541,951	609,604	609,604	650,677
Contractual Services	19,052	66,131	25,738	39,200	39,200	46,500
Internal Services	48,803	5,856	54,144	55,320	55,320	11,630
Other Charges	47,658	55,835	62,043	65,500	65,500	71,900
Materials & Supplies	4,028	7,730	5,432	9,550	9,550	9,550
Leases & Rentals	66,713	69,634	69,924	69,700	69,700	69,700
Capital Outlay	<u>18,372</u>	<u>21,311</u>	<u>689</u>	<u>6,400</u>	<u>6,400</u>	<u>3,500</u>
Activity Total	<u>652,443</u>	<u>701,308</u>	<u>759,921</u>	<u>855,274</u>	<u>855,274</u>	<u>863,457</u>
Percentage Change	11.05%	7.49%	8.36%	12.55%	N/A	0.96%

FTE's

Management	1.00	1.00	1.00	1.00	1.00	1.00
Professional/Technical	11.00	11.00	11.50	13.50	13.50	14.00
Admin/Clerical	-	-	-	-	-	-
Specialized Safety	-	-	-	-	-	-
Total	<u>12.00</u>	<u>12.00</u>	<u>12.50</u>	<u>14.50</u>	<u>14.50</u>	<u>15.00</u>

